

Exhibit G

REDACTED VERSION OF
DOCUMENT SOUGHT TO BE
SEALED

Printed by: Ben Simon

Tags: Inbox

Date: Tuesday, November 27th 2018, 11:33:43 AM -08:00 PST

Subject: RE: Pro

From: [REDACTED]

To: <help@downdogapp.com>

Yes. Although they did not say this directly I contested a monthly auto renew charge relatively recently. I am a lawyer in the space so trust me if the language had been clear I would have noticed. I got a refund of \$7.

So I guess I am a 'bad player' – I noticed the error immediately last night based on the rate I did agree to – but I did not access the app and called them within 10 hours to say I purchased in error and they will not give a refund.

I have many other subscriptions I have never contested of course. Not to mention tons of apple products. I am pissed.

I am a pissed consumer but now have yoga to calm my pissed off brain! 😊

[REDACTED]

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From: Ben Simon <help@downdogapp.com>

Sent: Tuesday, November 27, 2018 2:17 PM

To: Lisa Dubrow [REDACTED]

Subject: RE: Pro

Hi [REDACTED]

I'm really sorry to hear that. Did they explain why?

I agree that you should contest the charge. Either way, you'll continue to have access for the next year, so no need to resubscribe.

Thanks,

Ben

Tue, Nov 27 at 11:12 AM, [REDACTED] wrote:

Apple wont give me a refund. I have cancelled the subscription but not getting a refund. Not sure what to do now. I am probably contesting the charge but wont buy another sub. Thanks .

[REDACTED]

[REDACTED]

[REDACTED]

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From: Ben Simon <help@downdogapp.com>

Sent: Tuesday, November 27, 2018 1:34 PM

To: [REDACTED]

Subject: Re: Pro

We'll be disabling it in a few hours! You can use this link: <https://www.downdogapp.com/membership?userId=A4CK0R1TA8E>

Thanks,

Ben

On November 27, 2018, 10:21 AM PST [REDACTED] wrote:

Too late for the discount I would assume?

[REDACTED]

[REDACTED]

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From: Ben Simon <help@downdogapp.com>
Sent: Tuesday, November 27, 2018 1:16 PM
To: [REDACTED]
Subject: Re: Pro

No, I don't see any website purchases.

Thanks,

Ben

On November 27, 2018, 9:58 AM PST [REDACTED] wrote:

Did I join via your website too? I was redirected I think.

[REDACTED]

[REDACTED]

[REDACTED]

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From: Ben Simon <help@downdogapp.com>

Sent: Tuesday, November 27, 2018 12:57 PM

[REDACTED]

Subject: Re: Pro

Hi [REDACTED]

It looks like you subscribed via iTunes. However, the Black Friday discount only applied to purchases made via our website. Apple doesn't give us any way to refund purchases made through them, so you'll have to contact Apple customer support if you'd like a refund.

Thanks,

Ben

On November 26, 2018, 7:32 PM PST [REDACTED] wrote:

Was I charged twice? [REDACTED]

Sent from my iPhone
[REDACTED]
